

WIB report to the WDC
(For February 12, 2009 WDC Meeting)

Date:	January 19, 2009
Island:	Maui County (Maui, Molokai, and Lanai)
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1) SUMMARY

The Rapid Response on November 7th to assist the employees of the Maui Lu Resort in South Maui, was canceled due to withdrawal from the prospective buyer. This closure would have affected 41 employees. As of this date, these individuals still hold employment with the Maui Lu Resort.

There has not been any major business closures or big lay offs, in the recent quarter (October, November, December). However, WDD has been servicing the increasing number individuals affected by business down sizing. Businesses have been laying off workers weekly. The bulk of WDD services are provided to Unemployment Insurance (UI) claimants. These individuals fall under the Re-employment & Eligibility Assessment (REA) program. The goal of the REA program is to ensure that claimants meet UI eligibility requirements and obtain re-employment services through WDD to facilitate their return to work. These individuals have been collecting UI for more than 5 weeks.

The Maui Business Education Partnership (BEP) Committee Chair, Stephen Kealoha is continuing his efforts with this project. The "speakers bureau" project has been quite successful and well received by the students. On-site visits to several business locations have also occurred. More details of this on-going program are in section 5 of this report.

Both WDD/WorkSource Maui and Molokai, along with the Ku'ina Program have been busy with their own respective programs. Details of their projects are included in this report.

2) INDIVIDUAL PROGRAMS

Workforce Development/WorkSource Maui: (WIA Adult and Dislocated Worker Service Provider)

Assisted the following employers with their respective on-site recruitment efforts: Zippy's Restaurants (10), Maui Electric Company (1) and HMS Host (1). Daily maintenance of current and newly posted job listings from Employer Relations and/or telephone, email and faxed job orders is on going.

Outreach services are provided on a daily (average 3), weekly (approx. 15) and monthly (average 40-60) basis to various organizations, employers and businesses. Outreach is provided to the Department of Education schools on a regular once per week service to Maui High and Baldwin High. Lahainaluna, King Kekaulike, Seabury, Kamehameha Schools Maui and all Intermediate schools are provided services periodically throughout the school year. Maui Community College and Maui Community School for Adults are provided services as requested.

Other events that the Workforce Development Division/WorkSource Maui (WDD/WSM) have participated in:

- Conducted mock interviews for students at Maui High and Baldwin High School
- On going assistance provided to the high schools for Guest Speakers to talk with students about industries and careers, employer involvement with mock interviews, soft skills information, internships, mentoring, job shadowing, application and resume preparation
- Rapid Response for Harbor Lights Condominium
 - December 10 – approximately 10 employees from the maintenance department
- WDD/WSM participated in Job/Career/Health Fairs
 - October 25 – Pacific Radio Group, Queen Kaahumanu Center
 - October 29 – Maui Community College
 - November 14 – Salvation Army Health Fair
- WDD/WSM participated in Workforce One Webinars
 - Common Measures
 - Reemployment Research and Focus Groups
- On going Employment Preparation workshops provided to customers from the Department of Human Services First-to-Work program, Insights to Success and Grant Diversion
- Monitoring and Technical Assistance provided to WDD/WorkSource Molokai staff – October 27
- Data Validation – December 16
- Monitoring and Technical Assistance teleconference with Jon Lampman – December 17

Staff has been very busy with recently separated individuals. Information regarding the One-Stop and services available has been provided to all individuals including assistance with job search, job development, career planning, individual counseling, referral services and basic information on unemployment. Both walk-in and telephone traffic has been very heavy this past quarter.

WIA (Workforce Investment Act)

Jon Lampman provided technical assistance regarding low enrollment in all WIA programs. (Adult, Dislocated Worker (DW) and National Emergency Grant (NEG)) Suggested more dual enrollments into similar programs (example: NEG/DW, Trade Adjustment Assistance (TAA)/DW). Currently, dual enrollments are being done in the

NEG/DW programs, management in discussion regarding TAA/DW program. Performance outcomes may be delayed due to length of NEG and/or TAA grants.

Jon stated that performance measures for all WIA programs ending PY07 looked well and performance numbers have exceeded the 80% passing mark.

Management continues its' efforts to work on strategies to improve WIA enrollments, performance, counseling and case management of the program.

They are working with laid off employees of Aloha Airlines, Molokai Ranch, Maui Land and Pineapple Company, Harbor Lights Condominium, Maui Land & Pineapple Company Kapalua and various other restaurants, retail and construction business individuals.

Data validation was conducted on December 16 for all WIA programs. These files were for exited individuals PY05 and PY06. Currently awaiting report for any corrective actions that may need our attention. Corrective action will be completed and returned to the WDD Administrative Office by January 23.

Ku'ina Program (WIA Youth Program operated by Maui Community College)

Post-Secondary Education: Ku'ina has twelve of their students enrolled and finishing their fall semester at MCC, which ends December 19th. Currently, three students are enrolled in Food Service, one student in the Dental Assistant program, five students in Liberal Arts, two students in Business Technology and one in Administrative of Justice program.

In addition, each teacher at MCC is asked to complete a monthly progress report for all Ku'ina students, which enables program staff to monitor the student's status and grade in their respective classes. Meetings are then scheduled with each student to discuss their progress as reported by the teachers. Meetings are also schedule with each teacher to discuss the progress of each student.

The program is currently enrolling six Out-of-School youth for Spring 2009 at MCC.

Alternative Secondary School Participants: Ku'ina has four students enrolled at Hui Malama Learning Center. Two of their students tested for their GED this past November and December and await the results. In January, they will have three new Out-of-School youth attending Hui Malama.

WIA Activities: Ku'ina has attended two outreaches: One at Kamehameha School and Lahainaluna High School. Each event allowed us to share the program with possible students.

This semester, the recruitment strategy was different. They worked with MCC Computing Center and Financial Aid Office to get a list of MCC students who are 16 to 21 years of age and received a Pell Grant. A student receiving a Pell Grant increases the chances of them being of low-income status. They also mailed about 200 letters, in turn,

they received ten applications. Of the ten applicants, they enrolled six students into the program.

The program requires first semester students and those who have a GPA under a 2.5 to attend 2 hours of study hall a week. Second semester students, who have a GPA higher than 2.5, do not have to attend study hall. Study hall allows students undistracted time to complete their assignments that are due. This semester a total of about 185 hours of study hall was recorded.

Students are also required to attend Study Skills workshops throughout the semester provided by The Learning Center (TLC). Six students took part in these Study Skills Workshops.

On November 5, 2008, staff attended a FASFA/ Financial Aid training which showed them how to fill out the FASFA application and the benefits of Financial Aid. On November 10, 2008, staff met with a student counselor for training on how to assist students with their Educational Plans, register for classes and how to use the major sheet. Then on November 18, 2008, staff participated in a Common Measures Refresher: System Entry and System Exit webinar.

Data Inputting: The Program Director met with the new Case Manager teaching her the methods and relativity of inputting data into HireNet Hawaii, how to input a new participant, and understanding Literacy and Numeracy gains.

Reed Act grant (staff-High School Career Liaison- HSCL): The High School Career Liaison (HSCL) position start date was Sept. 29, 2008. Due to her immediate involvement in the *MCC Unmasked* event, outreach to Maui County public and private high schools, as it relates to career awareness, was delayed. Recruitment to high schools for the event led to participation of 196 secondary students and established a positive relationship with teachers for follow-up related to the *Career Awareness for Youth* program. To date, all 14 public and private Maui County high schools have been contacted and meetings have been or are scheduled at all of these schools. The target audience for career awareness includes youth ages 14-21; therefore, outreach also includes the Hawaii Job Corps Maui Satellite Campus. The Maui Department of Education (DOE) states that teaching in Hawaii means personal involvement in making school improvements through dedicated, creative collaboration at all levels of the school system. Schools are viewed as partnerships involving students, teachers, parents, administration, business, and the community. This philosophy ensures the acceptance of the *Career Awareness for Youth* program as a viable partner to assist secondary students in meeting Career and Technical Education (CTE) standards in Career Planning.

Job Readiness Workshops:

Module	Topic
I	Self-assessment
II	Career assessment
III	Job application Interview skills

	Resume
	Cover letter/thank you letter
IV	Work experience (paid or unpaid) <ul style="list-style-type: none"> • Job shadow • Internship • Mentoring • Job placement HireNet Hawaii WorkSource Maui (site visit)

When the *Career Awareness for Youth* program was established, a series of four modules was created to educate students about certain topics related to career planning, which is highlighted in the adjacent table. At the same time, CTE high school courses included specialized electives and a required course titled the *Personal and Transition Plan (PTP)*. The PTP is a semester credit required for graduation designed to have students complete the topics listed in the table. The PTP was an unfunded mandate that resulted in all secondary schools, in the State of Hawaii, to develop their own PTP curriculum. Within the past year, Maui High School has completed a 96-page document to teach these topics. In addition, Maui High has partnered with Baldwin, King Kekaulike, and Lahainaluna High Schools to create a uniformed PTP curriculum for the island of Maui. Currently, this is a working document in draft form.

The new HSCL has already met with or will meet staff at all public and private Maui County high schools. During these meetings, it has been conveyed that the *Career Awareness for Youth* program is meant to complement and support their PTP curriculum rather than duplicate existing efforts. As a result, teachers are choosing individual topic areas within the modules identified in the table above. Therefore, tailor-made syllabuses are being developed to meet the needs of each school. Delivery will be for Spring Semester 2009.

Module IV provides students training in HireNet Hawaii, which is Hawaii's largest on-line job bank. The PTP curriculum requires the completion of a resume; the HSCL has the opportunity to further enhance that component of the curriculum by providing instruction on how to post a resume on HireNet Hawaii. Reed Act funds are available to transport students to WorkSource Maui for an educational field trip. This opportunity enables students to see first-hand the effective employment and training services available to them in the community.

Career Shadow Experiences: The HSCL partnered with Na Pua No'eau to host the *E Ho'okama'aina* event at MCC. This event was a career exploration and educational enrichment experience for approximately 100 Native Hawaiian students in Grades 11 – 12. Students were given the option of the following career shadow experiences at MCC:

- Automotive
- Adaptive Optics

- Administrative Justice
- Bio Science
- Culinary Arts
- Computer Technology
- Hawaiian Studies
- Nursing
- Sustainable Construction Technologies
- Other – Na Pua No'eau accommodated other interests

The HSCL continues to promote to staff at all Maui County public and private high schools, the career shadow experiences available at MCC, which has a direct correlation to the *Senior Project*.

Business Community Contacts: The HSCL has met with the Co-op Education & Job Placement program at MCC, the executive director for Maui Business-Education Partnership, an employment consultant at Workforce Development Division, prospective employers for *MCC Unmasked*, and communicated with other members of the business community via e-mail and phone. In addition, contact has been made with the Society of Human Resources Management (SHRM) Maui Chapter to attend their upcoming meeting. This group may also be a viable partner in the *Career Awareness for Youth* program.

3) OTHER ITEMS

WorkSource Maui

- Follow up services are being provided to Certified Nurse Aide program participants. Fall semester classes have just concluded and Red Cross Certification will be provided to participants that completed training satisfactorily. The next certification date is in January 2009.
- On going assistance is being provided to employers interested in Alien Labor Certification (ALC) and Work Opportunity Tax Credit (WOTC). For this quarter, there were 40 requests for Wage Determination for ALC and 60 Eligibility Determination request for WOTC.
- Disability Navigator Program (DPN) staff continues to provide outreach services to various agencies on Maui to summarize, educate and promote the hiring of persons with disabilities. DPN staff has participated in numerous Workforce One Webinar training sessions, attended monthly meetings with the Development Disabilities Council Maui Committee, Maui Disability Council, Medicaid

Infrastructure Grant committee, Vocational Rehab and various other special needs service providers.

- Trade Adjustment Assistance (TAA). Staff continues to provide case management and follow up services to former employees (2006/2007) of Maui Land and Pineapple Company (ML&P).

ML&P employees laid off in September 2008 are being assisted through the Dislocated Worker program. As of this date, WDD Maui has not received word on TAA petition for this group of laid off employees.

- Re-employment & Eligibility Assessment (REA). The goal of the REA program is to ensure that claimants meet UI eligibility requirements and obtain re-employment services through WDD to facilitate their return to work. As of December 26, the UI Division has referred 1468 claimants to WDD for REA services.

4) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending September 30, 2008 (1st Quarter of PY08). Information for 2nd Quarter of PY08 (October '08 to December '08) has not been made available.

CATEGORY	MEASURES	ACTUAL		GOALS
		Current Qtr	1 - Qtr	
ADULT	Entered Employment Rate	66.7%	90.9%	78%
	Employment Retention Rate	100%	94.7%	84%
	Earnings Change	\$17,633.3	\$11,587.6	\$10,500
	Employment and Credential Rate	0%	66.7%	61%
DISLOCATED WORKER	Entered Employment Rate	53.3%	68.6%	78%
	Employment Retention Rate	100%	93.5%	85%
	Earnings Change	\$22,629.0	\$16,758.5	\$13,500
	Employment and Credential Rate	0%	50.0%	65.5%
OLDER YOUTH	Entered Employment Rate	0%	100%	72%
	Employment Retention Rate	100%	100%	80%
	Earnings Change	\$696.5	\$1,575.3	\$3,700
	Credential Rate	0%	66.7%	686%

YOUNGER YOUTH	Skill Attainment Rate	50%	44.2%	70%
	Diploma Attainment Rate	33.3%	53.8%	42%
	Retention Rate	57.1%	73.3%	50%
CUSTOMER	Employer	State to provide at a later date		82%
SATISFACTION	Customer	State to provide at a later date.		72%

Note: The information on the above report was taken from the 1st Quarter report (for PY08) from HireNet Hawaii report. To date 2nd Quarter data not available.

5) OTHER

Maui Business Education Partnership (BEP)

The following is a status report of the Maui Business-Education Partnership Program ("Maui BEP") with Lahainaluna High School and St. Anthony Junior-Senior High School: the website URL for this program is: http://maui_bep.beep.com. However, there are no funds available to pay for additional website updates and maintenance except on a very limited scale.

Activity resumed in September 2008 after the summer period. As of this date, \$600 of the available Reed Act funds of \$30,000 has been used on this program. The expenses were for transportation of students in the 2007-2008 school year. No expenses were made in the current school year.

Speakers' Bureau: Through some assistance provided by the Maui Chamber of Commerce, a partner in this program, 19 speakers participated in the 2007-2008 school year in which approximately 350 Lahainaluna students benefited. For the 2008-2009 school year, 7 speakers completed 5 different sessions with 1 more session currently scheduled. Saint Anthony Jr.-Sr. High School has been added to the program for the 2008-2009 school year but no activity took place. In early 2009, more collaboration and coordination is planned with the Ku'ina program, another partner, to provide information about resume preparation, job interviewing skills, and portfolio development. Likewise, job shadowing is another area that can be coordinated with Ku'ina.

Business Tours: Two businesses provided tours of their organizations in the 2007-2008 school year. The tours were arranged with the Maui Arts and Cultural Center and Maui Electric Company as a follow-up to the class sessions in which these two organizations provided speakers. As a result, the Lahainaluna students involved were provided with both the academic and the practical information and knowledge of the businesses and career opportunities. Current plans include more collaboration with the Ku'ina program to provide students an opportunity to tour the MCC campus and meet with various educators who can provide information about the college's programs for career path choices.

Corporate Sponsorship and Fundraising: While this much-needed part of the program is ongoing, success has not been forthcoming. The plan was to expand the communications and solicitation efforts. The unrestricted funds raised would mainly have been used to support student projects related to business, workshops, a contract administrator, administrative expenses, and student stipends in lieu of pay for internships. If enough funds were obtained, then the program could have been expanded to other high schools on Maui. Key to all of this, however, was the formation of a 501(c)(3) nonprofit entity for this program. Attempts were made to obtain pro-bono legal assistance to form this nonprofit entity. As of this date, there has not been any success at getting this assistance and the outlook is not optimistic. If an opportunity arises whereby an existing entity can take on this role, this option will be pursued.

Program Information Dissemination: The Maui Chamber of Commerce initially provided its membership with information about the program and solicitation of speakers through its e-news. None has been provided in the current school year. In addition, the program's website includes its mission and vision, program details, the speakers' bureau details, and a page dedicated to corporate sponsorships. The Society of Human Resource Management (SHRM) also successfully recruited participants for the speakers' bureau in the 2008-2009 school year. As time permits, more collaboration with Ku'ina may produce opportunities to speak to various Rotary clubs and the like about both programs.

Long Term: The goal was for the eventual hiring of a part-time position to administer the program, subject to the viability of obtaining corporate sponsorships and/or fund-raising on a regular basis. Sustainability of the program is dependent upon these items being achieved. It is unlikely that the Maui Business-Education Partnership Program will not continue beyond the end of the current school year unless funds can be obtained. Should the Maui BEP cease, the recommendation is to fold the program into the Ku'ina program if grant funding can be obtained through the WIB to adequately cover expenses.